

Hawaii County Wireless E9-1-1 Status Report July 1, 2010 – July 31, 2010

• PSAP Operations

9-1-1 Call Volume – July 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,426	3,940	37.8%	6,486	62.2%

(*) Totals are based on calls to primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July	10,426	3,940	37.8%	6,486	62.2%	0	0.0%	1,175	11.3%
June	9,893	3,991	40.3%	5,901	59.7%	1	0.0%	1,231	12.4%
May	10,372	4,082	39.4%	6,290	60.6%	0	0.0%	1,163	11.2%
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	70,727	27,975	39.6%	42,749	60.4%	3	0.0%	8,072	11.4%
AVG PER MO	10,104	3,996		6,107		0		1,153	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	% of Total Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July	2,113	964	45.6%	24.5%	1,149	54.4%	17.7%	0	0.0%	32	1.5%
June	1,831	887	48.4%	22.2%	944	51.6%	16.0%	0	0.0%	21	1.1%
May	1,932	935	48.4%	22.9%	997	51.6%	15.9%	0	0.0%	28	1.4%
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	13,239	6,475	48.9%	23.1%	6,757	51.1%	15.8%	7	0.1%	238	1.8%
AVG PER MO	1,891	925			965			1		34	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.									

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

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• PSAP Operations (continued)

Wireless Test – July 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
07/07/10	AT&T Mobility	1	2	Hawaii PSAP/ Akimeka
07/23/10	T-Mobile Network Connectivity	Connectivity Testing – 1 Test Call		Hawaii PSAP
07/29/10	AT&T Mobility	1	3	Hawaii PSAP/ Akimeka

- 07/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signaling problems.
- Akimeka personnel provided samples of 9-1-1 calls from the mainland that provided tower addressing to Goldie Cross of AT&T Mobility.
- 07/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Anthony Smith of Intrado has set up a "webinar/conference call" on August 10, 2010 at 9:00 a.m. HST to discuss telematics implementation in Hawaii. Mr. Smith also responded to questions poised by the Neighbor Island PSAPs and they are under review.
- 07/01/10 -- Ongoing Akimeka personnel, with the assistance of Intrado, continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will merely be documentation of the process as known and will help all parties involved to better understand the timeframes needed to plan a test.
- Final information and recommendations were received from Corinne Faulmann of Intrado and Akimeka personnel are working to incorporate them into the final documents which will be sent to the Neighbor Island PSAPs for review and comments.
- 07/01/10 -- Ongoing Akimeka personnel notified Sprint/Nextel and Intrado that an annual audit will be conducted. Jennie Stein of Sprint requested a delay to the end of August 2010 to provide the information due to a major software upgrade on their system.
- 07/01/10 -- Ongoing Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group and Telematics committee conference calls. Responses from the Neighbor Island PSAPs involving EMD dispatches called in by the Telematics operators were consolidated and presented on the conference call which will be used in dispatcher training.

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• PSAP Operations (continued)

- 07/01/10 -- Akimeka personnel and Intrado completed T-Mobile's Annual Audit for the
07/12-10 County of Hawai'i. 46 towers/138 sectors were reviewed with ten (10) discrepancies involving street name and community discrepancies.
- Annual audits are completed on each Wireless Service Provider (WSP) in order to match the information between the WSP's tower databases and the mapping layers which allows for accurate plotting of a Wireless 9-1-1 call. Inaccuracy by as little as a letter or digit could hamper the response of first responders.
- 07/07/10 Akimeka personnel assisted Sergeant Kelley Matsumoto with finalizing Lesson Plans for dispatcher training on Pictometry and Positron Mapping.
- 07/13/10 Akimeka personnel met with Hawaiian Telcom, Inc. (HTI) representatives to discuss the MSAG process and ways to resolve/correct errors and issues.
- 07/27/10 -- Akimeka personnel worked with Time Warner regarding the service interruption
07/28/10 that affected both Time Warner and Wavecom Solutions (formally Pacific LightNet) customers on the island of Hawai'i on July 27, 2010. The service interruption began at approximately 1:10 a.m. and was caused by an undersea fiber optic cable cut off of Maui. Time Warner and Wavecom Solutions customers were unable to dial out and call 9-1-1. All of the wireless carriers, except for Sprint, were affected by "tower" outages or network degradation which affected calling out and calling 9-1-1 sporadic based on the caller's location or when Wireless Phase I (AT&T Mobility) was available. The Hawai'i County PSAPs remained operational since they are served by Hawaiian Telcom, Inc. (HTI).
- Time Warner's service was restored by 3:30 p.m. on July 27, 2010, except for one Mobi PCS tower which was restored on July 28, 2010 by 9:00 a.m. Wavecom Solutions' service was restored by 4:15 p.m. on July 27, 2010.
- Akimeka personnel provided updates to the Neighbor Island PSAPs as information became available.
- 07/27/10 -- The Akimeka Kihei office was affected by the Time Warner undersea fiber optic
07/28/10 cable outage on July 27, 2010. The Neighbor Island PSAPs were notified around 7:30 a.m. and Akimeka personnel on Maui were available via cell phones during the Internet/telephone/email outage. Everything was restored to normal capacity by the following business day.
- 07/29/10 Akimeka personnel reviewed Intrado's request to deploy a new functionality called "Temporary Address Posting (TAP)". This feature is specific to converged services and is at the service provider's request. This will allow for a civic address that has failed MSAG validation to be temporarily delivered to the PSAP while the error is being resolved. Notification to the PSAPs is pending and should be resolved in the August timeframe.
- 07/29/10 Akimeka personnel provided on-site dispatcher training for three (3) new dispatchers. Plant/CML training and Positron Mapping training were provided.

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• MSAG

Current Month – July 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	392	237	25	162	2	46	2	8	155	0	0
Revised categories and report format changes effective April 2009.											

During the month of July 2010, a total of 237 transactions were made in 911Net, with eight (8) customer ANI/ALI records updated as a direct result. See attached spreadsheet for a detailed description of changes and additions.

Requests were made to update a total of 155 customer ANI/ALI records. Eleven (11) ALI Discrepancy reports were researched, submitted to 911Net for updates and corrections as needed, and monitored for completion.

Efforts continued to focus on correcting 1 – 999999 house number ranges in the community of Hilo.

A Service Request from Hawai'i County Police in the month of June 2010, prompted the identification and research of an unofficial street range in the MSAG. In an attempt to provide valid and updated house numbers to the condominiums, approximately 180 records required research.

Also, a full audit was performed for all County of Hawai'i address change notifications on file for 2010 and 2009, with 2008 planned for the month of August 2010. As a side note, a Hilo resident, who was concerned that his recently updated address would not encounter any issues should an emergency arise, was forwarded to Hawai'i County Police, Lieutenant Wana, from the County of Hawai'i Planning Department. Akimeka assisted with the research and resolution. Lieutenant Wana advised the resident who "was pleased with the response". Lieutenant Wana thanked Akimeka for the "expedient and efficient assistance".

There are no records in Suspended status as of July 31, 2010 – ten consecutive months since October 2009.

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• MSAG (continued)

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July	392	237	25	162	2	46	2	8	155	0	0
June	189	185	63	27	74	5	16	243	4	0	0
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	1,572	1,290	426	392	195	166	111	5,364	282		
AVG PER MO	225	184	61	56	28	24	16	766	40		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

• Mapping Layers Updated/Loaded Into GIS – July 2010

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	07/20/10		07/20/10	Per AT&T Mobility CRSS
	07/09/10			
Street Centerline	07/22/10			Edited data to Intergraph standards.
	07/21/10			
			07/20/10	
	07/09/10			
	07/08/10			
	07/07/10			
	07/06/10			

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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- Mapping Layers Updated/Loaded Into GIS – July 2010
(continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Address Points	07/22/10			Edited data to Intergraph standards.
	07/21/10			
			07/20/10	
	07/12/10			
	07/09/10			
	07/08/10			
	07/07/10			
Psuedo Address Points	07/22/10			
	07/19/10			
Parcels				
Churches				
Coastal Names				
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads			07/20/10	Akimeka created a new Major Roads layer in its GeoDatabase based off an old Major Roads layer that was downloaded from the Positron database. This layer was updated as requested by Hawai'i County Fire Department (HFD).
	07/06/10			
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest				
	07/20/10		07/20/10	

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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• Mapping Layers Updated/Loaded Into GIS – July 2010 (continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Police Beat Boundaries				
Police District				
Police ESZ				
Police Stations				
Post Office				
Schools				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note:	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

Current Month GIS Activities – July 2010

- 07/01/10 -- Ongoing Hawai'i County is doing a great job of keeping Akimeka updated with any changes to address points and street centerlines. Due to the Intergraph software standards, Akimeka now performs topology checks for routing purposes. One item the topology checks is if street centerlines are being segmented at the actual intersection and not resulting in multiple points for a single intersection. It also checks for overshoots and undershoots. Akimeka will continue to work with the County to run these checks and inform them of any necessary changes.
- 07/01/10 -- Ongoing Akimeka GIS personnel have been editing the address points to update the 700+ address points that do not have an official county street name. Akimeka is adding notes, for in-house tracking purposes only, to flag these as received to minimize unnecessary re-work and the need to update them every month.
- 07/01/10 Akimeka GIS personnel attended training for Intergraph GeoMedia and I/MapEditor at the Maui Police Department. The Hawai'i County PSAP will also benefit from this.

Hawaii County Wireless E9-1-1 Status Report

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- **Mapping Layers Updated/Loaded Into GIS – July 2010**
(continued)

Current Month GIS Activities – July 2010 (continued)

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|-------------------------|--|
| 07/06/10 | Intergraph software was transported from Oahu to Akimeka's Kihei office for installation. |
| 07/06/10 | Akimeka GIS personnel discussed GPS'ing major roads with sub-consultants. |
| 07/08/10 | Akimeka GIS personnel attended on-line basic Pictometry training for EFS software. All PSAPs will benefit from this training as their Pictometry imagery becomes available. |
| 07/08/10 | Akimeka GIS and IT personnel attended in-house training for troubleshooting PowerMap. Akimeka GIS personnel plan to put together a PowerMap troubleshooting guide which will benefit all PSAPs. |
| 07/09/10 | Akimeka GIS personnel participated on a conference call with Hawai'i County, Pictometry, and Positron regarding the best method to integrate Pictometry imagery into PowerMap. |
| 07/09/10 | Akimeka GIS personnel created Kona Police District maps. The draft maps were printed and mailed on or about July 14, 2010. Akimeka is waiting for edits to be returned before finalizing the maps. |
| 07/12/10 --
07/16/10 | Alexa Jacroux Biggs attended ESRI International User Group Conference and networked with ESRI personnel and others for future support issues. She attended meetings with ESRI technical support to discuss parcel spatial improvement issues and GPS'ed street centerline and attributes issues. She also discussed methods for merging "good attribute" data to "spatially good" geometry.

Alexa Jacroux Biggs also attended Public Safety workshops to gather ideas for Next Generation 9-1-1 implementation and lessons learned in developing Map Books. |
| 07/19/10 | Akimeka GIS personnel downloaded and prepped Hawai'i County address point data and street centerline data for comparison to Akimeka data. |
| 07/19/10 | Akimeka GIS personnel worked with Gilbert Bailado from Hawai'i County to discuss workflows and timeline constraints and to establish a mutually agreeable schedule to exchange Hawai'i County address point and street centerline data. It was agreed that the address point layer and street centerline layer will be uploaded to the Akimeka FTP site on the Monday before the 3rd Friday of each month. Upon receipt of the address point layer and street centerline layer, Akimeka will run a comparison to the existing address point and street centerline layers and make the updates as required. |
| 07/27/10 | The Akimeka Kihei office was affected by the Time Warner undersea fiber optic cable outage on July 27, 2010. The Neighbor Island PSAPs were notified around 7:30 a.m. and Akimeka personnel on Maui were available via cell phones during the Internet/telephone/email outage. Everything was restored to normal capacity by the following business day. |

Hawaii County Wireless E9-1-1 Status Report

July 1, 2010 – July 31, 2010

• Service Requests Transactions

Open Service Requests – July 2010 (June 29 – July 28, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawaii County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawaii was received on May 16, 2010. This request will take considerable effort to coordinate MSAG Community changes with MSAG. Akimeka will discuss this further with the Hawaii County PSAP.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - AN/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).
Documented Items Per April 9 Intergraph Conference Call						
3	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications.

HAWAII				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July	3	8	3	0	1	3	7	0	0	0	0
June	3	13	8	0	0	3	13	0	0	0	0
May	24	15	18	4	9	19	5	0	0	1	1
April	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	87	84	3	18	16	68	67	0	0	1	1
Note: Open Service Requests reflect what is in pending status at the end of the report month.											

Effective with the June 2010 Monthly Status Report, to meet the report issuance timeframes, Service Requests month-end cutoff will be two work days prior to the end of the month. As such, for the month of June, it covered the period June 1 – 28, 2010 and the month of July covers the period June 29 – July 28, 2010.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions